

Health Care Institutions Survey



In recent years, the field of health care has seen the development of many applications for fiberoptic technology.

The Lynchburg health care providers have had only limited access to fiberoptic telecommunications so far—but this may be about to change.

Last year, the City of Lynchburg connected all public schools and most city government buildings with a fiberoptic network which can carry computer, phone, and video information faster and at a greater volume than has ever been possible in Lynchburg before.

Now that it's in place, the fiberoptic network can be utilized—and expanded—to become a valuable resource for the entire community. The City would like to hear from you about how this system could be put to work to benefit institutions such as yours.

THE BIG PICTURE

Lynchburg's fiberoptic network could improve—and even make more affordable—many of the communication services that are currently available. What's most important to you?

The following is a general list of communication services that you might currently use or expect to use in the next 2 to 5 years in your facility. For each, please indicate if you currently use the service, or if you plan to use it in the future.

	Now			Future		
	Yes	No	Don't know	Yes	No	Don't know
Local telephone	●	●	●	●	●	●
Cable TV service	●	●	●	●	●	●
Cellular phone service	●	●	●	●	●	●
Internet access service	●	●	●	●	●	●
Fax service	●	●	●	●	●	●
E-mail service	●	●	●	●	●	●
On-line banking	●	●	●	●	●	●
Remote diagnostics	●	●	●	●	●	●
Remote consultation	●	●	●	●	●	●
Teleradiology	●	●	●	●	●	●
Training & certification	●	●	●	●	●	●
Data Transfer	●	●	●	●	●	●
Research	●	●	●	●	●	●
Record keeping/retrieval	●	●	●	●	●	●
Mainframe data access	●	●	●	●	●	●
A paging service	●	●	●	●	●	●
Satellite TV service	●	●	●	●	●	●
800 phone service	●	●	●	●	●	●
Telecommuting	●	●	●	●	●	●
Distance learning	●	●	●	●	●	●
Distance training	●	●	●	●	●	●
Alarm/security monitors	●	●	●	●	●	●
Voice mail	●	●	●	●	●	●
Other (specify _____)	●	●	●	●	●	●

How many independent phone lines are currently in your offices?

Wire/land lines: Now? _____ How many in 2-5 yrs.? _____

Analog or digital cellular: Now? _____ How many in 2-5 yrs.? _____

ARE YOU SATISFIED?

Fiberoptic technology could possibly give you more choices for some communication services. How satisfied are you with your current services?

Please rate the following providers on a scale of 1 to 7 in terms of *quality of service* from Satisfied to Dissatisfied.

	Satisfied				Dissatisfied			N/A
Local phone service provider	1	2	3	4	5	6	7	●
Long distance phone provider	1	2	3	4	5	6	7	●
Cellular service provider	1	2	3	4	5	6	7	●
Paging service provider	1	2	3	4	5	6	7	●
Satellite service provider	1	2	3	4	5	6	7	●

Please rate the following providers on *cost of service*.

	Satisfied				Dissatisfied				N/A
Local phone service provider	1	2	3	4	5	6	7	●	
Long distance phone provider	1	2	3	4	5	6	7	●	
Cellular service provider	1	2	3	4	5	6	7	●	
Paging service provider	1	2	3	4	5	6	7	●	
Satellite service provider	1	2	3	4	5	6	7	●	

WOULD YOU CONSIDER CHANGING?

If you were approached by a reputable telecommunications company offering services comparable to your current provider at prices that reduced your monthly charge for telephone services by the following percentages, how likely would you be to switch providers?

	Likely				Not likely			Don't know
If it were reduced by 10%?	①	②	③	④	⑤	⑥	⑦	●
If it were reduced by 25%?	①	②	③	④	⑤	⑥	⑦	●
If it were reduced by 50%?	①	②	③	④	⑤	⑥	⑦	●

Who currently provides your long distance telephone service?
(check one)

☐ Bell Atlantic ☐ AT&T ☐ Sprint ☐ MCI ☐ Don't know
☐ Other (specify: _____)

If you had a choice, would you consider switching your local telephone service to another provider?

☐ Yes ☐ No ☐ Don't know

If you had a choice, would you consider switching your cable TV service to another provider?

☐ Yes ☐ No ☐ Don't know

If you had a choice, would you consider switching your Internet service to another provider?

☐ Yes ☐ No ☐ Don't know

Lynchburg's fiberoptic network could expand your existing telecommunications options.

THE FUTURE

This survey will help guide decisions about the future of telecommunication services in Lynchburg. What would you like the future to hold for you?

On a scale from 1 to 7 how interested would you be if the City of Lynchburg could partner with a private provider to offer the following services at a competitive price:

	Very interested				Not interested		
Long distance phone service?	1	2	3	4	5	6	7
Local phone service?	1	2	3	4	5	6	7
Leased point-to-point lines?	1	2	3	4	5	6	7
High-speed Internet service?	1	2	3	4	5	6	7

When considering any of your future telecommunications needs, how important are each of the following features to you?

	Very important				Not important		
Quality of service	1	2	3	4	5	6	7
Security	1	2	3	4	5	6	7
Available bandwidth	1	2	3	4	5	6	7
Customized bills and analysis	1	2	3	4	5	6	7
High-speed communications	1	2	3	4	5	6	7
Clarity of reception	1	2	3	4	5	6	7
Price of installation	1	2	3	4	5	6	7
Customer service	1	2	3	4	5	6	7
Availability of technical support	1	2	3	4	5	6	7
Service reliability	1	2	3	4	5	6	7
Discounts for multiple services	1	2	3	4	5	6	7
Easy to use services	1	2	3	4	5	6	7
Variety of services	1	2	3	4	5	6	7

Finally, some demographic items to help us analyze the data.

Number of employees in your facility _____

Name of your facility (optional) _____

If you wish to make any comments concerning the future of telecommunications in Lynchburg, here is your opportunity:

Optional: Would you like to be informed of opportunities to participate in focus groups and/or local committees related to telecommunications?

Name: _____

Address/Phone: _____



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Thank you for your participation.